



UCI

Student Health Center

A GUIDE FOR UNDERGRADUATE AND GRADUATE STUDENTS TO:

- I. SERVICES PROVIDED AT STUDENT HEALTH CENTER
- II. THE UC STUDENT HEALTH INSURANCE PLAN (UC SHIP)
- III. IMMUNIZATION REQUIREMENTS

www.shc.uci.edu





UCI

Student Health
Center

All information presented is available on the SHC website at
<https://shc.uci.edu>.

This PowerPoint presentation can be found on the website under “New Student Information”.

<https://shc.uci.edu/new-student-information>



UCI STUDENT HEALTH CENTER

- Located on campus at the corner of East Peltason and Pereira Drives (Bldg 5 on campus map).
- Dental Clinic located in Bldg 6 across the street.
- Open M, Tu, Th, F 8:00am-5:00pm; Wed 9:00am - 5:00pm (Saturday clinic is open from 9:00am – 1:00pm from early October thru early June. Check website at start of Fall quarter for details).
- Urgent cases may be seen on a walk-in basis (or referred to a local urgent care center depending upon appointment availability).
- Telemedicine Visits are available for Primary Care, Mental Health Care and Certain Specialty Services





UCI STUDENT HEALTH CENTER

- Accredited by the Accreditation Association for Ambulatory Health Care
- Staffed by board-certified medical professionals and nursing staff with expertise in college student health and wellness issues
- Emphasis on patient education, disease prevention, and wellness promotion



MEDICAL SERVICES

- Primary Care/General Medicine
- Urgent Care
- Gynecologic and Reproductive Health Care
- Gender-Affirming Care
- Nurse Clinic
 - TB Testing/Immunizations (including COVID-19 and Flu)
 - Travel Medicine
 - Health Clearances
- Limited # of Telemedicine Visits are available for Primary Care, Mental Health Care and Certain Specialty Services
- Medical Specialties Currently Provided Onsite:
 - Internal Medicine
 - Dermatology
 - Orthopedics/Sports Medicine
 - Chiropractic Services
 - Nutrition Services
 - Psychiatry Service*
- *Note: Counseling Center is a separate department and provides time-limited, short-term counseling services. There are no additional fees for Counseling Center services as they're included in student services fees. Unlike SHC's Psychiatry services, Counseling Center services are not a covered benefit of UC SHIP.



OTHER IMPORTANT SERVICES

- Dental Clinic (Bldg 6 on campus map):
 - Comprehensive dental care with specialty care by an Endodontist
- Clinical Laboratory
- X-Ray
- Pharmacy (including medication delivery by mail)
- Insurance Services



HOW TO ACCESS CARE



- Options for scheduling an appointment:
 - Call 949-824-5304
 - Go online to the WH&CS Student Health Portal (online scheduling is currently limited to certain types of appointments but will be expanded soon; check website for regular updates)
- Walk-in appts for more urgent problems are available; # of appt slots can vary daily based upon capacity.
- Telemedicine Visits Available for Primary Care, Mental Health Care and Certain Specialty Services; # of telemedicine appt slots can vary daily based upon capacity.



AUTHORIZATION FORMS



501 Student Health
Irvine Ca, 92697-5200
(949) 824-5301 Telephone
(949) 824-3033 Fax

CONSENT TO TREAT MINOR PATIENT

California law requires the consent of a parent or legal guardian for medical care of persons under eighteen (18) years of age who are not emancipated. If your dependent is not emancipated and is a student at the University of California, Irvine, or attending a program at the University of California, Irvine, the information below must be completed before treatment of your minor can commence.

Patient Information

Last Name _____ First Name _____ Initial _____
Address _____ City _____ State _____ Zip _____
Phone _____ Student ID No. _____ Date of Birth _____

Parent or Legal Guardian Information

Name _____ Phone _____
Address _____ Mobile _____
City _____ State _____ Zip Code _____

Authorization

I, the above named Parent or Legal Guardian, certify that the patient named above is currently a minor for which I am legally responsible.

I further authorize the Student Health Center of the University of California, Irvine, to provide medical care to



PATIENT AUTHORIZATION TO RELEASE MEDICAL OR MENTAL HEALTH INFORMATION

To submit your medical records request, please complete both pages of this form.

Mail to: **501 Student Health, Irvine, CA 92697-5200**

Fax to: **949-824-3033** or email (this signed scanned document) to: **shc-medical-records@uci.edu**

Type of disclosure: Verbal Information Copies of records

Name: _____ ID # _____

Date of Birth: _____ E-mail Address: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Phone: _____

I AUTHORIZE THE RELEASE / EXCHANGE OF HEALTH INFORMATION TO:

(The Person or facility which has health information)	(Person or facility to receive health information)
Name: _____	Name: _____
Address: _____	Address: _____
_____	_____
Phone: _____	Phone: _____
E-mail/Fax: _____	E-mail/Fax: _____

Please note that requests are processed within 15 days of the date they were received.

If you need your records for an appointment on a specific date, please note it here:

Please specify the health information you authorize to be released:

<https://shc.uci.edu/about/patient-forms>





HEALTH REQUIREMENTS FOR INCOMING STUDENTS – “4+VAX” AND TB SCREENING

- Immunization and TB Screening Requirements - All new, incoming students must comply with the following health requirements (commonly referred to as the “4+Vax” requirements):
 - Obtain four (4) required Immunizations or demonstrate proof of compliance:
 - MMR (measles, mumps and rubella) – Two Doses or proof of immunity by serology (titers)
 - Varicella (Chicken Pox) – Two Doses or proof of immunity by serology (titers)
 - Tdap – One dose after age 11, then every 10 years thereafter.
 - Meningococcal Conjugate (Serogroups A, C, Y, & W-135) – One dose on or after age 16 for all students 21 years of age or younger
 - Complete an Online TB Risk Screening Form.
 - ✓ Students who show high-risk factors must undergo additional TB testing prior to arrival on-campus at UCI or prior to the start of the Fall term. You may provide documentation of previous testing that occurred within twelve (12) months of entry to UCI.
 - **COMPLIANCE DEADLINE FOR “4+VAX” VACCINATION REQUIREMENTS IS THE 1ST DATE OF INSTRUCTION FOR THE FALL TERM (OR FOR THE TERM IN WHICH STUDENT FIRST ENTERS UCI).**



REMINDER: HEALTH REQUIREMENTS APPLY TO INTERNATIONAL STUDENTS, TOO!

- International students must also comply with all UC immunization mandates:
 - Incoming International students must comply with the TB screening and “4+Vax” immunization requirements.
 - If one or more of the required vaccines are unavailable in your home country (or country of current residence) and you will be traveling to the United States to attend UCI in-person during the Fall term, then you must receive the vaccines upon your arrival on campus either at Student Health Center; at an off-campus provider; or at a retail pharmacy.
 - All immunization records must be translated into English prior to uploading to the Student Health Patient Portal. Consult with UCI’s International Center for available resources regarding translation of records.



HEALTH REQUIREMENTS FOR INCOMING STUDENTS - FLU VACCINATION

- The University of California also requires flu vaccinations for all students, faculty and staff.
- Flu vaccinations must be received on or after August 1st in any given year in order to be compliant with the policy.
- The deadline date to comply with the flu vaccination requirement is November 1st. Visit the Student Health Center's [Flu Vaccination](#) webpage for regular updates.



HEALTH REQUIREMENTS – KEY TAKEAWAYS

- In order to be considered compliant with these immunization requirements, students must upload their vaccination records to the secure Student Health Patient Portal at <https://osh.shs.uci.edu/>. Students must also complete a TB Risk Screening Form and enter their vaccination dates also on the portal.
- The University expects and strongly recommends that all health requirements be completed prior to the student's arrival on campus and prior to start of the Fall term (or the term in which student enters UCI).
- **COMPLIANCE DEADLINES FOR “4+VAX” REQUIREMENTS IS THE 1ST DATE OF INSTRUCTIONS FOR THE FALL TERM (THURSDAY 9-26-2024) OR FOR THE TERM IN WHICH A STUDENT FIRST ENTERS UCI.**
 - The University expects and strongly recommends that all health requirements be completed prior to the student's arrival on campus for housing move-in; orientation meetings, special events, etc...).
 - **The compliance deadline for FLU vaccinations is November 1st.** Vaccinations must be received on or after August 1st in any given year to be compliant. Visit the SHC flu vaccination webpage for additional information: <https://shc.uci.edu/new-student-information/immunization-requirements/mandatory-flu-vaccination>



HEALTH REQUIREMENTS – KEY TAKEAWAYS (CONTINUED)

What will happen if I am non-compliant with any of the Vaccination and/or TB Testing mandates?

- If a student remains non-compliant by the published deadline date, an academic hold will be placed by SHC with the University Registrar preventing the student from enrolling in classes for the subsequent term. For example, non-compliant students who entered in Fall term would be unable to enroll in classes for Winter quarter (or Spring semester for Law students).
- Visit the “UC TB Screening and Immunization Requirements” and “New Student Information” pages at the Student Health Center website www.shc.uci.edu for additional information and instructions.
- Questions for Student Health Center? Send a secure message via the portal at <https://osh.shs.uci.edu/>:
 - Click on “Messages” from the left sidebar on the portal homepage.
 - Click on “New Message”
 - Select “I would like to send a CLINICAL secure message to the Student Health Center”
 - Select “New Student Immunization Requirement”
 - Use the relevant sections to compose your message and then click “Send”.



HEALTH REQUIREMENTS – KEY TAKEAWAYS (CONTINUED)

- Visit the “UC TB Screening and Immunization Requirements” and “New Student Information” pages at the Student Health Center website www.shc.uci.edu for additional information and instructions.
- Questions for Student Health Center? Send a secure message via the portal at <https://osh.shs.uci.edu/>:
 - Click on “Messages” from the left sidebar on the portal homepage.
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HEALTH INSURANCE COVERAGE AND WAIVER REQUIREMENTS

- Health Insurance Requirement – The University of California requires that all registered students be covered by health insurance that complies with UC’s “waiver” criteria regardless of student’s residence (on-campus or off-campus) or mode of instruction (on-campus or distance-learning).
 - All students are automatically assessed the UC SHIP premium and fees for the Fall quarter (or semester for law students). These fees are included with tuition and registration fees.
 - To opt out of UC SHIP, students must “waive out” by the published deadline date in order to receive a refund of UC SHIP fees.
- Application for UC SHIP waiver is completed online and submitted electronically. UC utilizes Academic Health Plans (AHP), a 3rd party vendor, to manage waiver processing and plan enrollment.
- To access the vendor’s waiver portal, visit the *Waiving UC SHIP* page on SHC’s website (<https://shc.uci.edu/insurance/waiving-ship>).

- **FALL QUARTER WAIVER PERIOD:** **August 15, 2024* – September 13, 2024**

*if registration fees are not assessed to your ZOT account by 8/15/2024, your ability to access the waiver application may be delayed until fees are assessed.

- **LATE WAIVER PERIOD:** **September 14, 2024 – October 13, 2024**



HEALTH INSURANCE COVERAGE AND WAIVER REQUIREMENTS (CONTINUED)

- Waiver periods occur earlier for incoming students enrolled in “early start” programs (e.g., School of Law; School of Medicine; Summer Session MAT, MSBA; FSSP (Freshman Summer Success Programs)). Check SHC’s website for details at <https://shc.uci.edu/insurance/waiving-ship>.
- A “late waiver” fee of \$50.00 will be charged to students whose waiver application is submitted and approved during the late waiver period. Late waiver applications that are ultimately denied are not subject to this fee.
- Late waiver applications will only be accepted within thirty (30) days following the close of the regular waiver period. For Fall quarter 2024, the late waiver deadline is Thursday, October 13, 2024.
- If this deadline is missed and the student does not submit a late waiver application or the application is denied, then the student will have dual coverage for the Fall term (or the term in which student is entering UCI).



HEALTH INSURANCE COVERAGE AND WAIVER REQUIREMENTS (CONTINUED)

- Once granted, the waiver is in effect for the current term and the remainder of the academic year.
- If the waiver application is denied, an appeal process is available. Visit SHC's website for details >>> <https://shc.uci.edu/insurance/waiving-ship/waiver-status-appeal-or-reversal>
- A new waiver application must be submitted at the beginning of each academic year.
- If student loses their non-UC SHIP health insurance coverage at any time during the academic year, the student can request “re-enrollment” in UC SHIP.
- If student is “re-enrolled” in UC SHIP, then student will be charged the fees for the entire quarter in which the “re-enrollment” was requested/approved and any subsequent quarters, if applicable. There is no proration of fees.



UC STUDENT HEALTH INSURANCE PROGRAM (UC SHIP) - OVERVIEW

- A comprehensive health care package including medical, mental health, vision and dental benefits
- Health Insurance Plan With 4 network components:
 - Anthem Prudent Buyer PPO
 - OptumRx (Pharmacy Benefits Manager)
 - Delta Dental PPO
 - Anthem Blue View Vision



UC SHIP – IMPORTANT GUIDELINES TO REMEMBER

- The Student Health Center (SHC) is the primary care provider (PCP) for students covered by UC SHIP and, therefore, all medical care must begin at SHC either through in-person or telemedicine appointments.
- If a student needs a medical or mental health service that SHC does not provide, then a referral can be requested to an in-network (“PPO”) provider near the campus community or near your place of residence if you are out-of-area.
- If a student obtains services from a community provider without a SHC referral, the services are not covered by the plan. Certain exceptions apply (e.g., ER, urgent care, Rx, dental care, vision care, OB-GYN, services received during winter break).
- Students covered by other health insurance plans are also eligible to receive services at SHC.



UC SHIP – IMPORTANT GUIDELINES (CONTINUED)

- Fees associated with the student’s medical care received at SHC either in-person or via a telemedicine visit will be billed directly to the UC SHIP carrier.
- The copayment/coinsurance amounts for which the student is responsible will be billed to their campus billing account (“ZOT” account) after insurance payment is received.
- SHC does not bill 3rd party insurance plans other than UC SHIP.
- If the student is not covered under UC SHIP, then fees for services rendered by SHC will be billed to their campus billing account (“ZOT” account). Students may obtain an itemized statement to submit to their insurance carrier for reimbursement.



UC SHIP – IMPORTANT GUIDELINES (CONTINUED)

- 100% coverage for preventive exams and associated lab work including TB testing and immunizations at Student Health Center (SHC) or at Anthem Blue Cross PPO providers.
- Voluntary coverage in UC SHIP is available to spouses, domestic partners and dependents of registered students. Voluntary enrollment is completed online and is managed by Academic Health Plans (AHP), UC SHIP’s waiver and enrollment vendor.
- For students who choose to maintain “dual” health insurance coverage, UC SHIP is always primary coverage for services rendered at SHC. UC SHIP is always secondary coverage for services rendered by any other non-SHC provider including Medicare. Certain exceptions apply (e.g., Medi-Cal, Tricare, MRMIP).



UC SHIP – COST OF COVERAGE FOR UNDERGRADUATE STUDENTS

- UC SHIP Fees for Undergraduate Students for AY 2024-25:
 - \$2,653.11 (12-month coverage: 9/23/2024 through 9/21/2025; coverage begins seven days prior to the start of the academic term for new, incoming students)
 - Note: 9-16-2024 is the start of the AY 2024-25 Fall quarter and the first day of coverage for *incoming* students.
 - \$884.37 (quarterly assessment for Fall/Winter/Spring quarters respectively. Spring quarter includes Summer coverage.)
- Above fees include coverage for all benefit plans (medical, mental health, dental, vision and pharmacy) and UC SHIP administration fees.
- Copay and/or coinsurance charges following an in-person or telemedicine office visit at SHC, if applicable, are transferred to the student's campus billing or "ZOT" account after payment is received from UC SHIP.



UC SHIP – COST OF COVERAGE FOR GRADUATE STUDENTS

- UC SHIP Fees for *Graduate* Students for AY 2024-25:
 - \$6,842.40 (12-month coverage: 9/23/2024 through 9/21/2025; coverage begins seven days prior to the start of the academic term for new, incoming students)
 - Note: 9-16-2024 is the start of the AY 2024-25 Fall quarter and the first day of coverage for *incoming* students.
 - \$2,280.80 (quarterly assessment for Fall/Winter/Spring quarters respectively. Spring quarter includes Summer coverage.)
- Fees for students enrolled in “early start” programs are prorated and, therefore, higher due to earlier start dates (e.g., School of Medicine; School of Law; Summer Session MAT, MSBA). Check SHC’s website for details <https://shc.uci.edu/insurance/uc-ship-benefits-and-information/cost-ship>.
- Above fees include coverage for all benefit plans (medical, mental health, dental, vision and pharmacy) and UC SHIP administration fees.
- Copay and/or coinsurance charges following an in-person or telemedicine office visit at SHC, if applicable, are transferred to the student’s campus billing or “ZOT” account after payment is received from UC SHIP.



UC SHIP – DEDUCTIBLES AND CO-PAYS

- Deductible does not apply to visits at the Student Health Center and other UCI affiliated providers
- \$300.00 Plan Year Deductible for Services Received at non-SHC/non-UCI affiliated In-Network providers.
- \$500.00 Plan Year Deductible for Out-of-Network Provider Charges.
- Office Visit Co-pays: \$5.00 co-pay per visit for Primary Care Clinic or Nurse Clinic; \$0.00 copay for Mental Health in-office or telemedicine visits; \$25.00 for Specialty visits; \$10.00 for Chiropractic visits.
- Prescription Drug co-pays at:

SHC Pharmacy:	Other Pharmacies in Optum Rx Network:
■ \$5.00 Generic	\$15.00 Generic
■ \$25.00 Brand	\$40.00 Brand
■ \$40.00 Non-Formulary	\$55.00 Non-Formulary



WHEN YOU NEED A REFERRAL FOR MEDICAL CARE OFF-CAMPUS

- Students who are living on or near campus (distance guideline is within 50 miles of campus) should be seen at the Student Health Center by an SHC primary care provider (PCP) before obtaining a referral to receive non-urgent/non-emergency medical services outside of SHC.
- Students who are “distance learning” and live out-of-area, out-of-state or in another country may see an in-network primary care provider in their local geographic area. However, the student must request and obtain a referral from the Student Health Center PRIOR to their visit with a local PCP.
- If the non-SHC primary care provider orders diagnostic testing, a new referral may be required for certain studies (e.g., imaging). If you are referred to a specialist, a new, separate referral for specialist services must also be requested and obtained from SHC.
- If a referral is not obtained in advance, benefits are not payable and students will be responsible for the entire amount billed by the community provider who rendered services.
- The student should call or send a secure message via the Student Health Patient Portal to request/obtain a referral (Phone: 949-824-2388).



WHEN YOU NEED A REFERRAL FOR MENTAL HEALTH CARE OFF-CAMPUS

- Mental Health Services: The “50 Mile Guideline” does not apply.
- Regardless of the student’s distance from campus, a referral is still required.
- Neither an in-office visit, telemedicine visit nor a medical review by a SHC provider is required in order to obtain a referral.
- The student should call or send a secure message via the Student Health Patient Portal to request/obtain a referral (Phone: 949-824-2388).



SERVICES THAT DO NOT REQUIRE A REFERRAL FROM SHC

- Services outside SHC that do not require a referral:
 - Services in a hospital emergency room or urgent care center for treatment of a sudden, serious or acute injury, illness or medical/mental health condition
 - Prescriptions filled outside of SHC
 - OB-GYN services
 - Dental services
 - Vision services
 - Services received during Winter Break



UC SHIP COVERAGE WHEN TRAVELING OUTSIDE THE U.S.

Whether traveling or living outside of the country, you can use the Blue Cross Blue Shield Global Core Worldwide program when you need care. Here's how it works:

- 1. If you need help finding a doctor or hospital, or have any questions, call the BlueCard Worldwide Service Center toll free at 800-810-BLUE (2583) or collect at 804-673-1177, 24 hours a day, seven days a week
- 2. Call the SHC to obtain information on vaccines required for international travel to specific countries. SHC can administer the required vaccines.
- 3. In an emergency, go to the nearest hospital.
- 4. If you need non-emergency care, please contact the SHC for a referral to ensure that your claim for covered services will be paid according to plan benefits.



CAMPUS MEDICAL CARE ASSISTANCE FUND (CMCAF)

- The UC SHIP Reserve Fund Investment Committee (RFIC) granted funds to UC Irvine as well as to the other UC campuses for distribution to students with financial hardship. These funds are intended to assist the student in paying their out-of-pocket medical and/or mental health expenses that exceed \$500.00 up to the in-network individual out-of-pocket maximum which is currently \$2,000.00.
- All graduate and undergraduate students and dependents who are currently enrolled in UC SHIP, and enrolled for at least one term before the date of the medical and/or mental health service, are eligible.
- To be eligible, a student must have no outstanding financial balance with UCI on their campus ZOT account and they must first apply for charity care from the provider of service.
- UC SHIP has extended the CMCAF program through the 2024-25 plan year or until the campus fund is depleted whichever occurs first.
- For additional information, please visit the CMCAF website: <https://shc.uci.edu/insurance/campus-medical-care-assistance-fund>



SYDNEY HEALTH APP

When you have a question about your health benefits, you want quick answers. The Sydney Health app has everything you need to know about your Anthem Student Advantage plan, personalized and in one convenient place.

Help for all your benefit needs

That includes making sure your plan information is always with you, with the Sydney Health mobile app and our website, anthem.com/ca. Download the Sydney Health app and register with your student ID number and password.

In one step, you can:

- Find care and check costs.
- Learn about benefits.
- See claims.
- Chat with a Student Support Specialist.
- View and use digital ID cards.

With your digital ID card

Easy access to your health care benefits is important. That's why your Anthem Student Advantage plan provides you with a digital ID card - to be sure you have the right plan information with you when you need care.

Your digital ID card is available right away

To access your ID card:

1. Register on anthem.com/ca or the Sydney Health mobile app with your student ID.
2. Once you're logged in, check to make sure your ID card preference is set to digital.

Download your card to your mobile device:

If there's a weak internet connection you'll be prepared. You can:

- Print a copy of your card anytime.
- Email or fax it from your computer or mobile device.
- Show it to your doctor from your smartphone. Your digital ID card is always there and works just like a printed ID card.

Keeping health care information handy is a good idea.

You can also use the Sydney Health app and anthem.com/ca to check benefits and claims or chat with a Student Support Specialist to find answers quickly.

Simple

Ready for you to use quickly, easily, seamlessly — with access to benefits information, Member Services, wellness tools and resources and more.

Smart

The app acts as a personal health guide, answering your questions and connecting you to the right resources at the right time. You can even chat with a Student Support Specialist to find answers quickly.

Personal

Receive reminders, alerts and health tips, including doctor recommendations based on your needs. The more you use it, the more Sydney Health can help you stay healthy and save money.

Download the Sydney Health app today



IMPORTANT CONTACT INFORMATION

- Student Health Center Website: www.shc.uci.edu
 - Insurance Services Department: 949-824-2388; shc-insurance@uci.edu
- Anthem Blue Cross/Blue View Vision Customer Service: 866-940-8306
 - www.anthem.com/ca
 - 24/7 NurseLine: 877-351-3457.....Future Moms: 866-664-5404
- Delta Dental Customer Service: 800-765-6003
 - www.deltadentalins.com/ucship
- OptumRx Pharmacy Customer Service: 1-844-265-1879
 - www.optumrx.com/myCatamaranRx
- Academic Health Plans (AHP) Customer Service: 855-427-3206 or email ucship@ahpservice.com
 - Provides services for students purchasing UC SHIP voluntarily for themselves or their dependents



THANK YOU FOR YOUR ATTENTION AND BEST WISHES FOR A
VERY SUCCESSFUL AND REWARDING 2024-25 ACADEMIC YEAR!

- Questions regarding immunization requirements?
 - Email: shc-immunization@uci.edu
 - Phone: (949) 824-4348
- Questions regarding UC SHIP?
 - Email: shc-insurance@uci.edu
 - Phone: (949) 824-2388

For more information, visit our website at www.shc.uci.edu